

**Community CFSA for Southern
Arizona Tucson, Arizona
JOB DESCRIPTION**

Position	Operations Manager
FLSA Status	Exempt – Full Time
Reports To	VP Operations
Organization Profile	CFSA was founded in 1980 and is a leading organization in Southern Arizona for effective philanthropy and the primary knowledge center and strategic resource for donors and the nonprofit community in the region.
Position Purpose & Overview	The Operations Manager manages the flow of the workplace and optimizes day-to-day activities, individually supporting the VP Operations in planning, organizing, and coordinating functions related to the operation of the foundation. The Operations Manager serves as the liaison between all departments to achieve a cohesive end results.
Duties & Responsibilities	<p><u>General Operations Support</u></p> <ul style="list-style-type: none"> • Manage all third-party relationships: database, IT, phone, software and website vendors. • Work with VP Operations on analysis of vendors, upgrades, internal processes including contract tracking and renewals. • Develop IT training materials and provide ongoing user training and support for database and systems. • Manage creation and updating of departmental SOPs and assist with the development of process improvement strategies. • Work with VP Operations and CFO on an annual IT initiatives and budget. • Serve as internal IT support person for AV and other infrastructure. • Responds appropriately and quickly to related staff and donor concerns. • Responsible for inventory and purchasing office supplies. • Other duties as assigned. <p><u>Data Management</u></p> <ul style="list-style-type: none"> • Develop database and systems procedures to improve overall efficiencies. • Periodically audit all constituent data within the database for accuracy and data integrity. • Responsible for the management and maintenance of the Donor Portal. • Troubleshoot database issues and act as liaison with third party vendor. <p><u>Data Analysis and Reporting</u></p> <ul style="list-style-type: none"> • Create and update metrics reports and dashboards related to the strategic plan. • Work with all departments to create necessary reports and/or dashboards. • Generate reports as needed.
Qualifications	<ul style="list-style-type: none"> • 3-5 years related experience in operations, database management, project support and providing technical assistance staff. • Experience documenting and maintaining standard operating procedures. • Strong knowledge in the Windows OS and Server operating systems, core desktop/server applications and configurations, Office365, Networking, VoIP, and Audio and Video Conferencing. • Experience with extracting data to create metrics reports. • Must possess strong organizational skills and handle multiple tasks efficiently. • Must be detail-oriented and able to prioritize and balance a range of responsibilities. • Excellent organizational and time management skills, including the ability to

	<p>prioritize tasks.</p> <ul style="list-style-type: none"> • Good communication and interpersonal skills with technical and nontechnical audiences. The ability to work independently and with others across the office is an essential function of this position. • Principles and practices of sound business communication; strong spelling, grammar and punctuation. • Must project a professional image at all times in person and on the phones to internal and external constituents. • Ability to maintain confidentiality. • Excellent oral, written and listening skills including spelling, grammar and punctuation. • Commitment to creating an inclusive atmosphere where differences are understood, valued and respected; an understanding and appreciation of the diversity found within southern Arizona including the ability to work with all individuals regardless of race, color, gender, sexual orientation, sexual identity, age, religion, marital status, disability, national origin and military status.
Ancillary/Preferred Skills	<ul style="list-style-type: none"> • Nonprofit database management experience • Basic Accounting Experience • Bilingual
General	The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel incumbent in this position.
Americans with Disability Specifications	<p><u>Physical Demands</u></p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.</p> <p><u>Work Environment</u></p> <p>Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is usually not exposed to weather conditions prevalent at the time.</p> <p>The noise level in the work environment is usually moderate.</p>
Compensation	To be determined based on qualifications and experience. The salary range for this position is \$45 - \$50k
At Will Relationship	This document does not create an employment contract, implied or otherwise, other than an "at will" relationship which means that either you or CFSA may terminate the relationship at any time, with or without notice, and with or without cause.

Last Updated	May 14, 2021

I have read and understand this explanation and job description and have received a copy for my records.

Name, Signature, Date